



Office of Information Technology Services

ANDREW M. CUOMO
Governor

November 4, 2019

By Electronic Mail

Kate Kaye
MuckRock News
82367-52547759@requests.muckrock.com

Re: *ITS FOIL No. 2019-77*

Dear Ms. Kaye,

I am responding to your email, dated and received October 28, 2019, sent to the New York State (“NYS”) Office of Information Technology Services (“ITS”), requesting pursuant to the Freedom of Information Law (Public Officers Law, Article 6, “POL”):

“Any emails sent between May 1, 2019 and October 28, 2019 either:

- to New York State Office of Information Technology Services staff including Joseph Rabito, Robert Samson, Alicia Biggs, Kevin Van Ness, Bryan Miller or Alan Feldman from IBM or to CCI or Nfrastructure or Enfrasctructure representatives
- or from New York State Office of Information Technology Services staff including Joseph Rabito, Robert Samson, Alicia Biggs, Kevin Van Ness, Bryan Miller or Alan Feldman to IBM or to CCI or Nfrastructure or Enfrasctructure representatives in relation to the following subjects:

Contract #C000382
IBM Service Desk
help desk
IT Service Desk
End-User Break-Fix
Level 1
Level 2
Buffalo”

To the extent that your request describes records within the possession of ITS, and in accordance with the provisions of the POL, ITS will retrieve those records that are responsive to your request and will review the same for accessibility purposes under that Law. In this regard, POL does not require an agency to prepare any record that it does not ordinarily possess or maintain. See POL § 89(3).

The process of retrieval and evaluation of records in ITS' possession that are responsive to your request is expected to take approximately 30 business days. ITS will contact you within that time concerning the existence and accessibility of any records in its possession that are within the scope of your request.

Very truly yours,

/s/ Marcy S. Stevens

Marcy S. Stevens
Records Access Officer

MSS/ww